

RepairInsights

FOR INDEPENDENT BODY SHOPS

Genuine  Parts

ACDelco®

OCT-DEC 2012

2013 Cadillac ATS... A New Face in the High-Performance Compact, Rear-Wheel Drive Segment



More Inside:

ATS Uses High-Strength
Steel for Reduced Mass,
Optimized Crash Protection

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- > GM Parts Pricing Program Expands, Helps Shops Stay Competitive
- > ATS Collision Repair Procedures for High-Strength Steel
- > Collision Survival Guide Offers Consumer Tips, Markets OEM Fixes

COMPLIMENTS OF YOUR GM DEALER



Access to GM vehicle collision repair information is free. Go to www.GenuineGMParts.com for details.

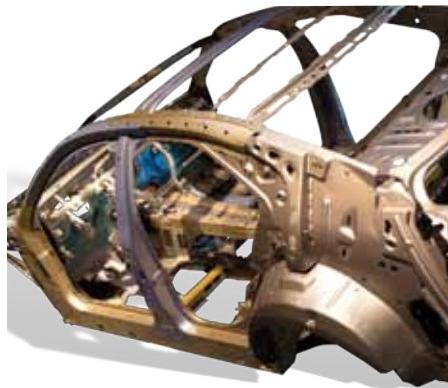
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Genuine  Parts



**Professional
collision repair
resources for
professional
repair results.**

www.genuinegmparts.com

Correction: Some issues of the July-September issue of GM Repair Insights incorrectly identified the 2013 Malibu on the cover as a 2012 model.

GM RepairInsights Online

More Genuine GM Parts resources and links.

Download this issue and past issues of GM RepairInsights magazine at...

www.gmrepairinsights.com



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GM OE Service Parts Update



A Highly Targeted Fix

New Product Opens Door to Quicker HHR Door Handle Repair

Genuine GM Parts now offers a superior alternative to fixing broken, loose or worn door handles on 2006-2011 Chevrolet HHR vehicles.

Instead of either replacing an entire door trim panel that comes with the door handle pocket assembly, or replacing just the assembly, GM's new solution makes it possible to replace only the door handle, an economical alternative to the previous handle replacement strategy.

Both less costly and less likely to compromise trim panel integrity and cosmetics than the alternatives, GM's interior door handle replacement kit is a targeted solution that installs quickly and will provide many years of functionality.

The kit, sold under part numbers 19299613 (right-handed) and 19299614 (left-handed), takes aim at a competing aftermarket product that replaces the modular designed door handle pocket with a new one. The competitor's product solution entails drilling away the melted area of five plastic stakes that attach the handle pocket to the trim panel assembly, removing the entire pocket, and attaching the new assembly by gluing metal trim screws into the heat-staked plastic areas. Unfortunately the pocket assembly is not designed for removal and the addition of trim screws may create other issues.

By driving a screw down the center of the heat-staked plastic studs, which can vary in density, the risk of read thru, or witness, marks on the trim panel's exterior surface is heightened.



2008 Chevrolet HHR

GM OE Service Parts Updates (cont'd.)

Repair Option with Aftermarket Part Not a Good Fix

"We looked at the competitor offering and determined the use of trim screws and adhesive may not be a robust repair," says GM Customer Care and Aftersale's Robert Gollehur, product specialist with GM Collision Product Lines.

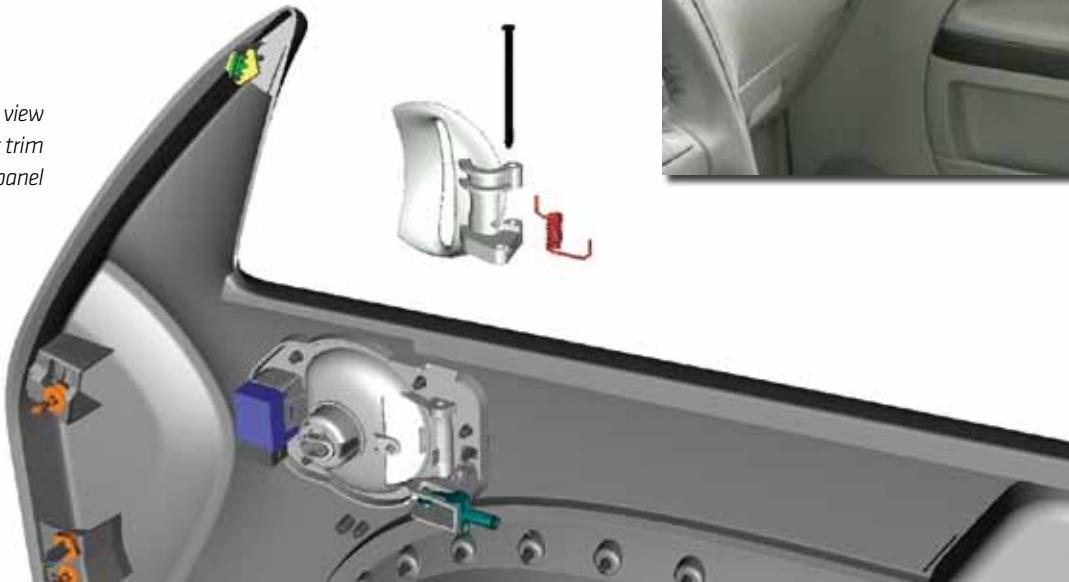
By contrast, the new GM solution involves a simple three-part kit – a door handle, pin and spring. Remove the interior trim panel, pull the pin and the damaged handle can be

removed. The new handle, pin and spring are installed into the modular door handle pocket and the linkage can be restored.

Reasonably priced, the new HHR inside door handle kits install faster than the aftermarket competitor's product, and is an economical alternative to an entire panel. The new Genuine GM Parts product is now the best and safest way to restore a worn or broken HHR interior door handle.



Handle Kit front side door (inside) 19299614



Back side view
of interior trim
panel





GM Pricing Program Expands, Helps Shops Stay Competitive

The list of GM Collision Parts in GM's Bump the Competition price matching program through GM dealers continues to expand. "The program is soup to nuts, incorporating fascias, wheels, radiators, condensers and all manner of high-volume collision parts," says Amy Buzan, a GM Collision Parts wholesale dealer channel analyst. "We continue to enhance the program and add more parts as we see opportunities to help the Independent Body Shop (IBS) secure superior parts for their customers."

Since its unveiling in 2004, Bump The Competition has given GM dealers an opportunity to compete head-to-head with aftermarket suppliers. IBS customers simply send a complete repair estimate to their dealer, who then checks to see if aftermarket parts can be matched with GM Collision Parts at a competitive price. If they can, IBSs have a clear choice of an OE part at a price at or near that of an aftermarket one.

"Shops get a better product that they can install more quickly and virtually without any chance of a return," Buzan says.

Taking advantage of Bump The Competition has never been easier. The program is now fully integrated with the CollisionLink digital parts ordering platform that is becoming standard in the industry.

As the number of parts included in the program grows, so does the number of participating GM dealers. With participation open to virtually all in the dealer network, there's a near certainty that your GM dealer can supply you with the parts you need at the price you demand.

Over 4,900+ part numbers now available in the Genuine GM Parts "Bump The Competition" program

CATEGORY	QUANTITY OF PART #S
Lighting	670+
Fascias	460+
Wheels	390+
Mirrors	380+
Bars, Absorbers	240+
Doors	230+
Fenders	200+
Grilles	190+
Panels	170+
Supports, Brackets, Braces	140+
Radiators, Condensers	130+
Frames	120+
Hoods	100+
Rods, Struts, Fans, Hubs, Belts	70+
Moldings	60+
Windows, Windshields	50+

*Ask your dealer for program details.

Fall Automotive Industry Events

The major automotive industry shows this year are in New Orleans and Las Vegas. The events offer repair shop owners and technicians a great way to stay on top of the latest vehicles and service / repair technologies.

www.naceexpo.com

October 10 – 13, 2012:
Automotive Service and Repair Week (NACE & CARS), New Orleans, LA

The Genuine GM Parts booth is located at N1252.



www.aapexshow.com

Oct. 30 – Nov. 2, 2012:
Automotive Aftermarket Product Expo (AAPEX), Las Vegas, NV

The ACDelco booth is located at 4838.



www.semashow.com

Oct. 30 – Nov. 2, 2012:
Special Equipment Market Association (SEMA), Las Vegas, NV

The General Motors booth is 23743 and 24267.



The Technical Side

2013 CADILLAC ATS

High-Strength Structure Helps Reduce Weight, While Offering Greater Strength

New Model Will Challenge the World's Best Compact Luxury Cars

The all-new 2013 Cadillac ATS is designed to challenge the world's best smaller premium cars. It boosts one of the lowest curb weights in the segment – less than 3,400 pounds.

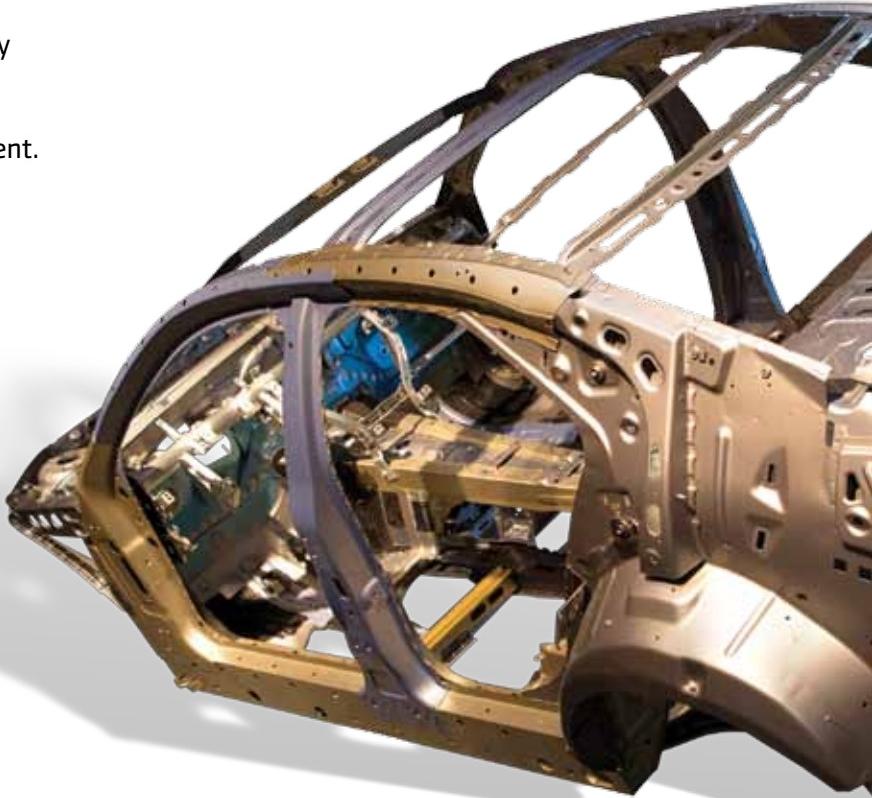
Germany's famed Nürburgring served as one of the key testing grounds, along with additional roads, race tracks and laboratories around the globe, where ATS engineers balanced performance with Cadillac's trademark refinement. Contributing components and features include:

- Rear-wheel drive, plus available all-wheel drive
- High-Strength Steel (HSS) and Ultra-High-Strength Steel (UHSS) for reduced mass and optimized crash protection
- Cadillac's first five-link independent rear suspension using lightweight, high-strength steel and efficient straight link designs
- A multi-link, double-pivot MacPherson-strut front suspension with direct-acting stabilizer bar
- Underbody aerodynamic shields

The ATS is offered as a well-equipped standard model and in Luxury, Performance and Premium collections.

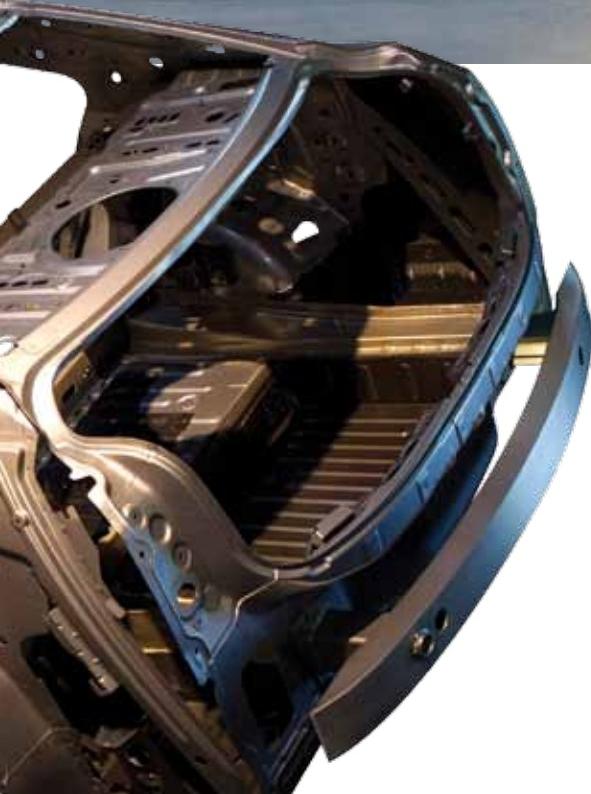
Extensive Use of High-Strength Steels

Load and space management – what engineers and mathematicians call topology – was applied during the design of the car's structure. That helped ensure mass efficiency was built into the very foundation of this all-new architecture. Advanced computational development helped determine the most efficient design, emphasizing strength and stiffness via the use of high-tech materials. High-Strength Steel (HSS) and Ultra-High-Strength Steel (UHSS) are used most effectively to reduce mass and optimize crash protection.



"It's very important for collision shop technicians to remember that Ultra High-Strength Steel like that used in the new Cadillac ATS, cannot be cut, welded and sectioned like other types of steel. If this is done, the strength of the steel would be diminished, hence reducing the vehicle's overall structural integrity. The same holds true for aluminum parts such as the Front and Rear Bumper Reinforcement and the Front Wheelhouse Assembly. GM makes UHSS and Aluminum replacement parts for the various body structure parts of the ATS. Technicians should also exercise caution when removing lower strength steel outer panels, as many of them are layered with inner reinforcements made from UHSS, such as the Outer Rocker Panel Reinforcement and the Inner Rocker Reinforcement."

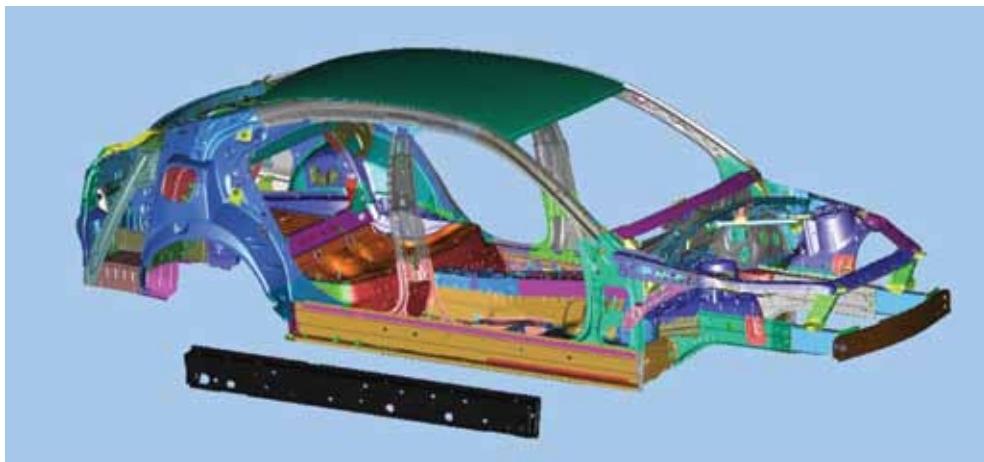
*– Randy Boyd, GM Global Aftersales Mechanical Service Engineering
Body Structure & Closure Team Leader*



The ATS Features UHSS in Areas Such as Cross-Vehicle Beams Around the "Safety Cage" of the Body Structure

Compared to conventional steel used in most body structures, the yield and tensile strength of HSS is about four times better, while UHSS – which can include boron steel – is up to four times stronger than high-strength steel. That allows these strategic parts to be made of thinner gauges for reduced weight, while still offering the same – or greater – strength of bulkier structures made of conventional steel.

The Technical Side (cont'd.)



Even though the 2013 Cadillac ATS is a new vehicle, extensive service and repair information resources are a click away at www.gmtechinfo.com – *Electronic Service Information*. Technicians and shop owners can log on to the site to gain access to subscription services for service procedures and repair manuals. A complete Service Manual is accessible 24/7 through a subscription to the site. Free collision repair procedures will soon be available for the ATS by going to www.genuinegmparts.com.

Rocker Outer Panel Reinforcement Replacement

Please consult the full service repair procedures, warnings and additional information found at www.gmtechinfo.com before starting this repair.

Removal Procedure

Warning: Refer to Approved Equipment for Collision Repair Warning.

Warning: Refer to Foam Sound Deadeners Warning.

Warning: Refer to Battery Disconnect Warning.

Note: The rocker outer panel reinforcement is made of Ultra High-Strength Steel. Sectioning, or repair of Ultra High-Strength Steel is not recommended. It should be replaced as a complete assembly at factory locations. Refer to Ultra High-Strength Steel.

- 1** Disable the SIR system and then disconnect the negative battery cable. Refer to *SIR Disabling and Enabling*.
- 2** Remove all related panels and components.
- 3** Repair as much of the damaged area as possible. Refer to *Dimensions - Body*.
- 4** Remove the sealers and anti-corrosion materials from the repair area, as necessary. Refer to *Anti-Corrosion Treatment and Repair*.

Note: There are sectioning procedures available for various locations of the body side outer panel. The sectioning procedure and location should be chosen based on the extent of damage to the vehicle and other inner reinforcements that need to be replaced. Sectioning should be performed only in the recommended areas. Failure to do so may compromise the structural integrity of the vehicle. Refer to service procedures for recommended sectioning locations.

ASE Certification Testing Dates Now Open

The non-profit National Institute for Automotive Service Excellence (ASE) works to improve the quality of vehicle repair and service by testing and certifying automotive professionals. Today, more than 350,000 professionals hold ASE certifications, and work in every part of the automotive service industry.

Fall 2012 Tests

Registration is open through Nov. 21 and testing is available through Nov. 30. For more information and to register online, visit www.myASE.com



5 The body side outer panel, center pillar reinforcement and front hinge pillar reinforcement will need to be removed to gain access to the rocker outer panel reinforcement. Refer to the appropriate service procedures as required based on the specific amount of vehicle damage.

Note: Do not damage or cut the inner rocker panel reinforcement. The inner rocker panel reinforcement is made of Ultra High-Strength Steel. Sectioning, or repair of Ultra High-Strength Steel is not recommended. Refer to Ultra High-Strength Steel.

6 Remove all necessary welds of the body side outer panel reinforcement (1).

Note: Record the number and location of welds for installation of the service assembly.

7 Remove the damaged body side outer panel reinforcement (1).

Installation Procedure

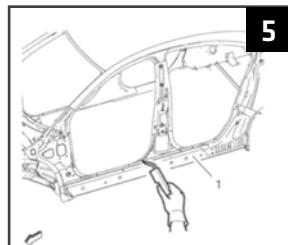
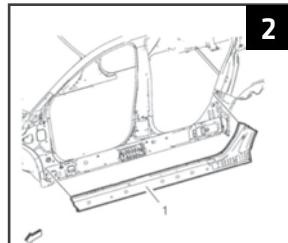
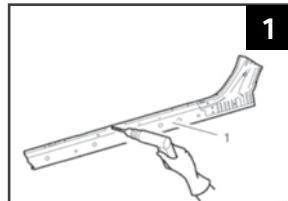
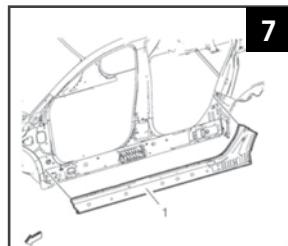
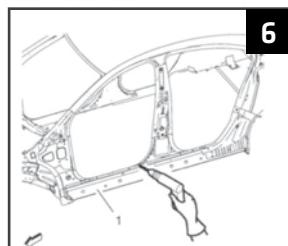
1 Clean and prepare the attaching surfaces for welding.

2 Position the body side outer panel reinforcement (1) on the vehicle.

3 Verify the fit of the body side outer panel reinforcement.

4 Clamp the body side outer panel reinforcement into position.

5 Weld the body side outer panel reinforcement (1) accordingly.



6 Clean all of the welded surfaces.

7 Apply the sealers and anti-corrosion materials to the repair area, as necessary. Refer to *Anti-Corrosion Treatment and Repair*.

8 Install the body side outer panel, center pillar reinforcement and front hinge pillar reinforcement. Refer to the appropriate service procedures as required based on the specific amount of vehicle damage.

9 Paint the repaired area. Refer to *Basecoat/Clearcoat Paint Systems*.

10 Install all of the related panels and components.

11 Enable the SIR system and then connect the negative battery cable. Refer to *SIR Disabling and Enabling*.

This example of **Front Rocker Outer Panel Reinforcement Replacement** for the 2013 Cadillac ATS is just one of many found in the Service Repair Manual. By following the proper repair procedures, technicians can ensure that each vehicle maintains its solid performance and uncompromised safety features for the life of the vehicle.

WE'VE GOT ALL THE PARTS YOU NEED TO DO IT RIGHT, THE FIRST TIME!

If you're doing a collision repair procedure, remember that we've got all the parts you need – adhesives, windshields, chassis and suspension parts and cooling system parts – whatever you need to keep your customers happy . . . and coming back.



The Technical Side (cont'd.)

More Repair Recommendations for Ultra High-Strength Steel

This information provides repair recommendations and general guidelines for steel classified as Ultra High-Strength Steel, also known as UHSS. This type of steel normally has a tensile strength of 780 MPa, or greater.

This includes the common steel names of

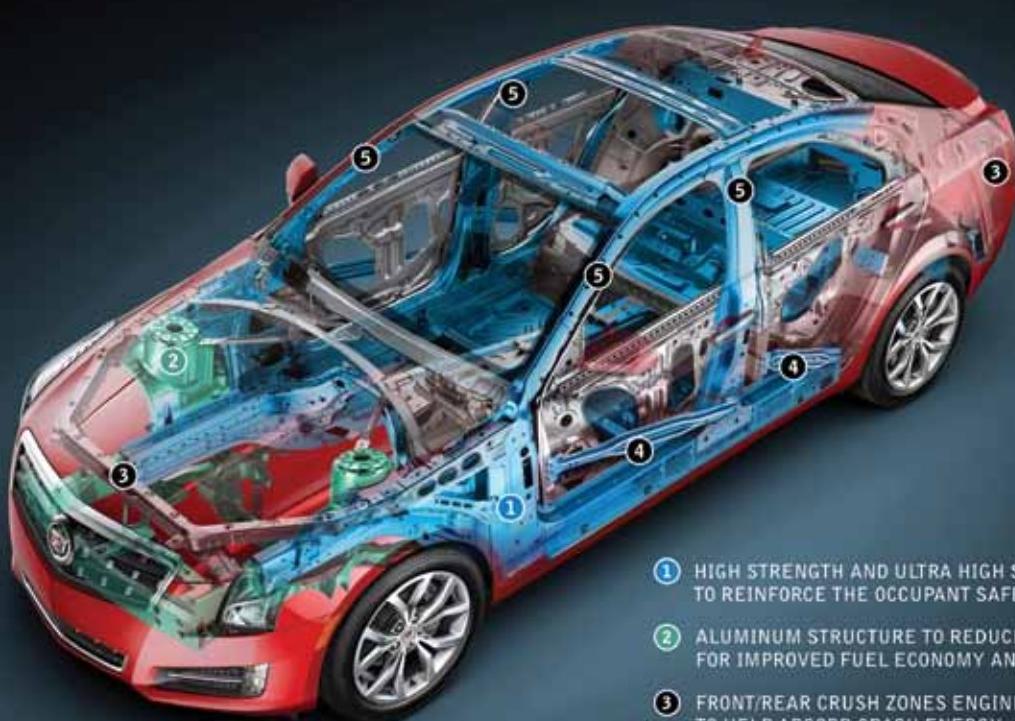
- Ultra High-Strength Dual Phase Steel (DPX)
- Martensitic Steel (M)
- Boron / Press Hardened Steel (B)
- Multi-Phase Steel (MP)
- TRIP Steel (TR)

General Motors recommends the following when repairing or replacing this type of steel during collision repair.

- Note:**
- Repair of this type of steel is not recommended.
 - This type of steel should be replaced only at factory joints. Sectioning or partial replacement is not recommended.
 - The use of heat to repair damage to this type of steel is not recommended.
 - Stitch Welding is not recommended for this type of steel (unless replacing a factory installed stitch weld).
 - This type of steel should not be used as a backing reinforcement or a sleeve for a sectioning joint.

Recommended Repairs

- Squeeze Resistance Spot Welding can be used to replace factory spot welds, where applicable.
- MIG Brazing or plug welding can be used to replace factory spot welds.



2013 Cadillac ATS

- ① HIGH STRENGTH AND ULTRA HIGH STRENGTH STEELS TO REINFORCE THE OCCUPANT SAFETY CAGE
- ② ALUMINUM STRUCTURE TO REDUCE WEIGHT FOR IMPROVED FUEL ECONOMY AND PERFORMANCE
- ③ FRONT/REAR CRUSH ZONES ENGINEERED TO HELP ABSORB CRASH ENERGY
- ④ DOOR BEAM AND LOWER DOOR SILL REINFORCED TO RESIST SIDE IMPACT
- ⑤ A- AND B-PILLARS REINFORCED TO RESIST ROOF CRUSH

Business of Repairs

Collision Survival Guide Offers Consumer Tips, Promotes OEM Fixes

The last thing a collision repair customer wants to contemplate as he or she picks up a repaired vehicle is another accident. But of course, one accident doesn't produce immunity. Now there's a way to offer that gentle reminder, and provide some valuable information and a bit of a sales pitch in the process.

It's a new Collision Survival Guide from Genuine GM Parts, available soon through your GM dealer in packs of 25. The brochure is partially tips for what to do in the event of an accident, part reminder of the value of OEM collision repair parts and part advertisement for your shop.

Reiterating the importance of staying calm, gathering information, alerting insurers, and preparing a vehicle for towing, the guide touches on key elements of smart post-accident action easily forgotten in the heat of the moment. In addition to a quick overview of "what to do," the guide also has a handy accident information form where details of what happened, who was involved and how it happened can be filled in. With a copy stashed in the vehicle glove box, drivers can have ready access to a best practices approach to handling an accident.

The brochure also offers tips on looking ahead to the repair stage. A "Terminology" section briefly defines and differentiates OEM parts, aftermarket parts and remanufactured parts. Under a "Your Rights" heading, vehicle owners are reminded that they can choose their repair facility, and have the right to ask that insurers specify and body shops install OEM parts. And, in the case of a GM vehicle, the brochure advises: "Ask for Genuine GM Parts by name."

With a spot on the front of the brochure for the collision repair facility's name to be stamped or written, the guide serves as a reminder of who did the last repair job – and who might be the best one to hire again.

No one wants to think about a vehicle accident, especially the next one. With a Genuine GM Parts Collision Survival Guide tucked away, vehicle owners don't have to think about it until, in the unfortunate event, they must.



Genuine GM Parts

GM Collision Parts



GM Genuine Collision Parts are designed and engineered for quick, trouble-free installation and show-room looks.

- Fabricated from original production dies for same fit, finish and performance as original parts

- **Original Equipment Quality**
- **Avoid "Will-Fit" Headaches**
- **Install Genuine GM Parts!**

PLEASE CONTACT YOUR GM DEALER
Or visit www.genuinegmparts.com

Bump The Competition – Save Time, Save Money!

OE Service parts quality, fit and performance at competitive prices . . . why choose anything less?

Of all the reasons to use Genuine GM Parts, you can add unbeatable value to the list.

Because now, your GM dealer can offer highly competitive pricing on the Genuine GM Parts that make up a very large portion of the total collision parts business.

Getting Genuine GM Parts at aftermarket competitive prices is easy.

1. Send a complete **insurance** repair estimate to your GM dealer.
2. Your GM dealer will review and notify you about Genuine GM Parts that are eligible for "Bump The Competition" discounts.
3. Place your order and take advantage of the savings!

Over 4,900+ part numbers now available in the Genuine GM Parts "Bump The Competition" program

CATEGORY	QUANTITY OF PART #S
Lighting	670+
Fascias	460+
Wheels	390+
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Hoods	100+
Rods, Struts, Fans, Hubs, Belts	70+
Moldings	60+
Windows, Windshields	50+

* Ask your dealer for program details.



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